



# Mint Bolsters Telephone & Telemarketing Teams to Handle Overwhelming Response to 50 State Quarters Program

August 12, 1999

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*Calls Increase from 41,000 in January to 163,000 During July Orders Delayed in June Being Prepared for Shipment*

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Washington, D.C. — The United States Mint announced today that it is adding additional telecommunications resources to its telemarketing and Customer Care Center teams in order to improve access to the Mint by customers calling to order products featuring the new 50 State Quarters.

"We are aware that customers have been frustrated, have endured a great deal of inconvenience, and in many instances have not been able to reach us to place or inquire about their orders," said Mint Director Philip N. Diehl. "I want to thank them for their patience and assure them that we are committed to resolving the problem, and getting their coins to them as quickly as possible."

Although the Mint was prepared for a doubling or tripling of calls, the increase has far exceeded that estimate, rising from a total of 41,000 calls in January to 163,000 calls in July. Mail orders increased from 2,600 to 21,000 over the same period.

"We have tripled our telemarketing staff, and, to handle 50 State Quarter inquiries, have added 11 employees at our Customer Care Center, so that during peak hours, nearly 70 Mint representatives will be dedicated to customer calls," said Diehl.

"The extraordinary volume has also resulted in a delay in fully processing some orders that were placed in June. We know that checks were cashed, but some orders were not successfully loaded on the computer system for fulfillment, and coins were not delivered. Those orders have been identified and are currently being prepared for shipment."

"I want to encourage customers to use online ordering on the Mint's web site as a way of speeding up delivery of orders. Many Internet orders are now being shipped within a few days."

Orders may be placed through the web site at [www.USMINT.gov](http://www.USMINT.gov)., by calling 1-800-USA-MINT, or by calling the Mint's Customer Care Center at (202) 283-COIN (2646).

## ADDITIONAL RESOURCES:

- For information about the United States Mint, please visit [/about/about](#).
- To subscribe to United States Mint electronic product notifications, news releases, and public statements, visit <https://catalog.usmint.gov/email-signup>.
- Sign up for [RSS Feeds](#) from the United States Mint and follow us on [Facebook](#), [Twitter](#), and [Pinterest](#).

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*United States Mint – Connecting America through Coins*

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## Contact

*Press Inquiries: Office of Corporate Communications (202) 354-7222*

*Customer Service Information: (800) USA MINT (872-6468)*

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